

FACT SHEET July-September 2022

The Khyber Pakhtunkhwa Health Care Commission (KP HCC) is an autonomous body governed by the Khyber Pakhtunkhwa Health care Commission Act, 2015. The Act envisages regulation of both public and private Health Care Establishments (HCEs) in the province to improve quality of care. The Commission is mandated to ensure right to quality healthcare through eradication of quackery and other malpractices, as well as setting standards for all types of medical practice, including but not limited to allopathic and alternative medicines. KP HCC carries out this function through registration and licensing of the Health Care Establishments.

Registration and Licensing

The Commission has registered 11,878 HCEs in Khyber Pakhtunkhwa and 1,171 were registered during this quarter. Minimum Service Delivery Standards were finalized for various categories of HCEs and licensing was started for the first time in the province. Ten hospitals and fifteen clinical laboratories were issued Provisional



Licence. The ceremony was graced by the honourable Minister for Health Mr. Taimur Saleem Khan Jhagra as chief guest.

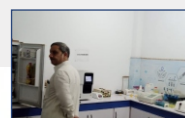
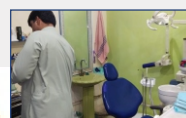
**Total registered
HCEs 11,878**

**25 HCEs were
provisionally licenced**

During this
quarter 1,171

Quackery Eradication

KP HCC is determined to eradicate quackery and has adopted multi-pronged strategy, i.e., excluding quacks through registration and licensing of qualified healthcare professionals; conducting regular anti-quackery campaigns; online and manual complaint management system; and public awareness to join hands with the Commission for eradication of the menace of quackery and ensuring safety of patients. In addition to routine inspection, sweeping anti-quackery campaign was conducted in four districts, including Peshawar, Nowshera, Mardan and Kohat. During the quarter 2,476 health care establishments were inspected. Show Cause Notices were issued to 168 and 483 were sealed.



2,476 Health care establishments inspected

168 Show Cause Notices issued

483 Sealed

Geo-mapping of HCEs

In order to have complete information about the health care establishments, the Commission planned to develop a comprehensive database and GIS map of all the HCEs in the province. The exercise will also include registration of the unregistered HCEs. The World Bank agreed to provide assistance for the activity through its Human Capital Investment Project. Hiring of firm for the assignment is in process.

Minimum Service Delivery Standards

The Commission ensures health care quality through implementation of Minimum Service Delivery Standards (MSDS). The Reference Manuals for MSDS were finalized and two orientation sessions were conducted for 50 and more bed hospitals. Sixty staff, including managers, doctors, nurses, pharmacists and



paramedics of 15 hospitals was given orientation on the quality standards.

After orientation on standards,

KP HCC provides assistance to HCEs for implementation of quality standards through target setting, supportive supervision and periodic inspections. Ten hospitals were provided assistance through 30 visits.



Performance Audit

The Health Care Commission, in addition to other mechanisms, is also ensuring quality of health care through performance audit. Medical Teaching Institutions are providing tertiary care to the people and HCC planned to assess the quality of care of four MTIs and their allied institutions i.e., Hayatabad Medical Complex, Khyber Teaching Hospital, Lady Reading Hospital, and Ayub Teaching Hospital. Performance audit of six MTIs will be conducted in phase 2. Hiring of firm is in process.

Complaint Management

In order to maintain transparency and accountability in the health care system, it is vital to have an effective and responsive complaint management system. The Commission accepts complaints regarding medical negligence, maladministration, malpractice or failure in provision of the health care services according to quality standards. Complaints are received through the Pakistan Citizen's Portal, KP HCC Online Complaint Portal, and applications submitted manually. During the reporting period, the Commission received 344 complaints. Out of these, 279 complaints were resolved and 65 are in process.

Complaints

Total received

344

Resolved

279

In Process

65

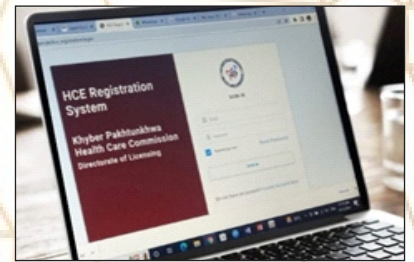
Legal Framework

The Act of Khyber Pakhtunkhwa Health Care Commission was promulgated in 2015 and regulations were gazette notified in 2016. Refinement and changes are required in the Act and regulations. Amendments to Act were approved by the Board and submitted to the Government for further processing. Moreover, the establishment, licensing, complaint management, anti-quackery, finance, and human resource regulations were developed.

Digitization

Automation and digitization increases efficiency. It reduces human interaction and subsequently

improves transparency in the operations. After developing a state-of-art website for the Commission, an online complaint management system was developed to facilitate the complainants in lodging complaint from any part of the province without the requirement to visit the addition, to minimize quackery, online quackery reporting portal was developed. Registration of HCEs is a vital function and KP HCC made the process easy and hassle-free through the introduction of online registration portal.



Online Registration of HCEs

Online Complaint Management

Online Quackery Reporting

Human Resource

Steps were taken to strengthen the internal capacity of commission in terms of human resource. Several positions are in the process of hiring and the process of onboarding of Director Legal and Deputy Director Quality was completed. In addition, process of placement of Compensatory Provident Fund of staff in high-yielding bank account was initiated.

Consultative Meetings

Consultation with partners and stakeholders is a key element of our strategy. Meeting were held with the sister organizations like the Islamabad Healthcare Regulatory Authority, Punjab Healthcare Commission and Sindh Healthcare Commission. Similarly, coordination activities were carried out with Ministry of Health, Department of Health and development partners.

